"*MARKED UP*" CLAIMS SHOWING THE CHANGES THAT THE

ACCOMPANYING SUBMISSION MAKES TO THE CLAIMS OF

APPLICATION SERIAL NO. 09/823,678

1   13.   (Amended)   The inter-module [**communication**] interface definition of

2   claim 12, wherein

3   said customer relations management system information comprises at least one of

4   agent information and work item information.

1   14.   The inter-module [**communication**] interface definition of claim 13,

2   wherein

3   said customer relations management system information further comprises at least

4   one of queuing information, statistical information, connection

5   information and rule information.

1   23.   (Amended)   A method of inter-module communication comprising:

2   forming a message, wherein

3   said message comprises customer relations management system

4   information._

1   29.   The method of claim 23, further comprising:

2   forming a notification, wherein said message comprises said notification, said

3   notification [**comprising**] comprises other customer relations management

4   system information, and said other customer relations management system

5   information [**being**] is generated by a module generating said message.

1   30.   The [**definition**] method of claim 23, wherein

2   said message defines a function,

3   said function is one of an agent-related function, a work item-related function, a

4   statistics-related function and an administrative function.